

Waltham Forest Town Hall, Forest Road, London E17 4JF  
DX: 124540 Waltham Forest

Mr Neil Houston

ask for: Tiffany Phillips-Patel  
direct line: 0208 496 4710  
e-mail add: Tiffany.Phillips-  
Patel@walthamforest.gov.uk  
direct fax no: 0208 496 4255  
our ref: FOI/01910/E/61296  
your ref:  
date: 7th September 2009

Request-16585-  
50527703@whatdotheyknow.com

Dear Mr Houston,

**Re: Request for Information**

I am writing in response to your recent request for information under the Freedom of Information Act (FOIA) 2000.

You have specifically requested the following:

**"Under the Freedom of Information Act 2000 I would like to request some information relating to the enforcement of parking restrictions, specifically penalty charge notices.**

**1. I would like to request the raw data set of parking tickets issued in the name of the council within the last five year period broken down by: date, time, location, narrative of infraction, current status of case, next status of case, transaction details (i.e. date, time and method of payments made), officer ID**

**2. I would also like to request any information regarding 'reward'/bonus schemes/contracts in place for your parking enforcement officers. This is envisaged to cover the details of any systems, including (where bonuses are paid) the amount per officer per year, for the last five years.**

**Regarding part 1, ideally I would like the location unit to be 'street' but if this is not practical then under your section 16 duty to advise and assist I would expect you to contact me to discuss how you record this geospatial data so that I may narrow my request in a way that works for both of us.**

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**As a supplementary, under section 16, I would also ask that you provide some detail about the recording processes of this parking information e.g. What software is used? What data fields are recorded? What other data sets it links to, etc.”**

I can confirm that the Council holds the information that you have requested. The responses to your questions above have been dealt with below.

**1. I would like to request the raw data set of parking tickets issued in the name of the council within the last five year period broken down by: date, time, location, narrative of infraction, current status of case, next status of case, transaction details (i.e. date, time and method of payments made), officer ID**

We do not have a report available that would provide you with all of the information that you have requested. Under section 12(1) of the FOIA 2000, we are not obliged to comply with a request for information if it is estimated that the cost of complying with the request would exceed the appropriate limit. The appropriate limit is currently set at £450 for local authorities.

I have been informed by the relevant department that the only way to produce a full response to your request would be to have a report specifically written for us by our IT supplier. This would take us over the £450 limit, although we would not know the exact cost unless the IT supplier actually undertook the work. Given that providing a full response to your request would take the Council over the appropriate limit, the Council has decided not to comply with your request in full.

However, in accordance with our duty to advise and assist under section 16, we have provided you with the number of Penalty Charge Notices (PCNs) issued over the last five years, broken down by street. Please see the attached spreadsheet. Please note that each worksheet represents a different financial year, as set out on each tab.

**2. I would also like to request any information regarding ‘reward’/bonus schemes/contracts in place for your parking enforcement officers. This is envisaged to cover the details of any systems, including (where bonuses are paid) the amount per officer per year, for the last five years.**

The Civil Enforcement Officers (CEOs) are employed by our Parking Enforcement contractor, NSL Services Ltd. Our contractors were contacted for this information and confirmed that there is no reward, financial or otherwise, with regard to Civil Enforcement Officers and the number of Penalty Charge Notices issued, and subsequently no incentive to artificially inflate numbers.

Furthermore, such practices have been made illegal by Statutory Guidance issued as part of the Traffic Management Act 2004, and NSL Services Ltd lobbied

the government to bring about this change. Paragraph 110 of the Statutory Guidance states that individual officers, or contractors, should never be offered incentives based on the number of Penalty Charge Notices issued.

**As a supplementary, under section 16, I would also ask that you provide some detail about the recording processes of this parking information e.g. What software is used? What data fields are recorded? What other data sets it links to, etc.**

Our IT system is ICPS by Mouchel Traffic Support provided through our contract with NSL. The CEOs on the street record the below information when available/if appropriate.

**On data entry fields:**

Street Name

VRM (Vehicle Registration Mark)

Make

Model

Colour

Date

Time

VEL No & expiry date (Vehicle Excise Licence: Tax Disc)

Contravention code

Destination of PCN

**As notes:**

Nearest property

Nearest junction

Nearest lamp column

Any Conversations

Details of permit, badges, notes etc that are displayed

Windows checked

I trust that this satisfies your request sufficiently; however, if you require further information, please do not hesitate to contact me

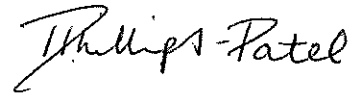
Under the Freedom of Information Act 2000, you have the right to request a review of the Council's response to your request for information. If you wish to request a review, you may contact the Corporate Information Officer, within 28 days of the date of this letter, at:

Corporate Information Officer  
Room 1  
Waltham Forest Town Hall  
E17 4JF

Tel: 020 8496 4334

If you are dissatisfied with the outcome of that review, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely,

A handwritten signature in black ink that reads "Tiffany Phillips-Patel". The signature is written in a cursive, flowing style.

**Tiffany Phillips-Patel**  
**for Director of Governance & Law**